



J. TYLER McCAULEY  
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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June 6, 2005

TO: Supervisor Gloria Molina, Chair  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **FOOTHILL FAMILY SERVICE CONTRACT REVIEW**

We have completed a contract compliance review of Foothill Family Service (Foothill or Agency), a Cal-Learn Case Management Service contractor. The review was conducted by the Auditor-Controller's Countywide Contract Monitoring Division.

**Background**

The Department of Public Social Services (DPSS) contracts with Foothill, a non-profit, community based organization that assists teen parents in completing their high school education. The Agency's services include recruiting and enrolling eligible participants, identifying unmet supportive services needs, and providing ongoing counseling and monitoring of participants' progress in the program. The Agency also develops comprehensive case plans to assist participants in completing their high school education. The Agency is located in the Fifth District.

DPSS pays Foothill a fixed rate of \$161 per case per month. For Fiscal Year 2003-2004, DPSS paid the Agency approximately \$600,000.

**Purpose/Methodology**

The purpose of the review was to determine whether Foothill provided the services outlined in their Program Statement and County contract. We also evaluated the Agency's ability to achieve planned services and staffing levels. Our monitoring visit included a review of the Agency's billing statements, case files, time records and

performance outcome measures. In addition, we interviewed the Agency's staff and program participants.

### **Results of Review**

Overall, Foothill provided the services required by the County contract using the appropriate number of staff. In addition, Foothill staff met the qualifications required by the County contract. The program participants stated that the services they received from the Agency met their expectations. Foothill also met their performance outcome standards required per the County contract.

The details of our contract compliance review are attached.

### **Review of Report**

We discussed our report with Foothill's management and in their attached response dated May 4, 2005, Foothill indicates agreement with our report. We also notified DPSS of the results of our review.

We thank Foothill for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Bryce Yokomizo, Director, Department of Public Social Services  
Helen Morran-Wolf, Executive Director, Foothill Family Service  
Public Information Office  
Audit Committee

**COUNTYWIDE CONTRACT MONITORING DIVISION  
CAL-LEARN CASE MANAGEMENT SERVICES  
FISCAL YEAR 2004-2005  
FOOTHILL FAMILY SERVICE**

**BILLED SERVICES/CLIENT VERIFICATION**

**Objective**

Determine whether Foothill Family Service (Foothill or Agency) provided the services billed in accordance with their County contract and the program participants actually received those services.

**Verification**

We sampled 10 program participant case files and reviewed the documentation contained in the case files to support the Agency's compliance with the County contract. We also interviewed 10 program participants. In addition, we reviewed the comprehensive case plans developed by the Agency to assist participants in completing their high school education. Our sample represents \$6,436 out of a total of \$186,173 that Foothill billed the Department of Public Social Services (DPSS) for July, August, September and October 2004.

**Results**

Foothill provided the services required by the County contract. All 10 participant case files contained documentation to support participants' eligibility for program services. The case files also contained documentation that indicated the participants received the appropriate supportive services and counseling. The case plans for the participants also appropriately identified the steps to assist the participants in completing their high school education. In addition, the 10 participants interviewed stated that the services they received met their expectations.

**Recommendation**

**There are no recommendations for this section.**

**PERFORMANCE OUTCOME MEASURES**

**Objective**

Determine whether Foothill met the performance outcome measures required per the County contract. The outcome standards require that 60% of the participants are enrolled in school and 50% of the students provide Foothill a report card. In addition, 50% of the students enrolled must complete their high school education.

**Verification**

We reviewed Foothill's semi-annual and annual Performance Measure Reports for the period December 1, 2003 through November 30, 2004 to ensure the Agency's compliance with the County contract.

**Results**

Foothill met their performance outcome measures required per the County contract. For the review period, 79% of all participants were enrolled in school and 67% of all participants enrolled in school provided timely report cards. In addition, 53% of the participants completed their high school education.

**Recommendation**

**There are no recommendations for this section.**

**SERVICE/STAFFING LEVELS****Objective**

Determine whether Foothill's actual service and staffing levels did not significantly vary from planned levels.

**Verification**

We reviewed invoices for July, August, September and October 2004 and compared them to the Agency's proposed service level for the same period. We also interviewed 10 of Foothill's staff and reviewed Foothill's employee roster.

**Results**

For July, August, September and October 2004, Foothill's reported service level averaged 289 participant cases per month. This represented a decrease of 30% from the budgeted participant service level per month of 410. The decrease was due to a reduction in the number of cases referred to the Agency by DPSS. For the same period, the Agency reduced their actual staffing level to eight full time equivalent (FTE) staff which is 43% below the planned staffing level of 14 FTE staff. Foothill indicated that they monitor their staffing level to be consistent with the changes in the service level.

**Recommendation**

**There are no recommendations for this section.**

**STAFFING QUALIFICATIONS****Objective**

Determine whether Foothill's staff met the qualifications for employment as requested by the County contract.

**Verification**

We reviewed the personnel files for ten program staff for documentation to confirm staff qualifications.

**Results**

Each staff reviewed met the required education and work experience qualifications. In addition, each staff met the bilingual requirement and received the appropriate background checks.

**Recommendation**

**There are no recommendations for this section.**



May 4, 2005

J. Tyler McCauley  
Los Angeles County Auditor-Controller  
500 W Temple, Room 525  
Los Angeles, CA 90012

Dear Mr. McCauley:

**Contract Review Response**

We have reviewed the report issued by your Department and are in general agreement with the findings. We have noted that no recommendations were necessary.

Please call me if you have any questions at (626) 564-1613.

Sincerely,

A handwritten signature in black ink that reads "Helen Morran-Wolf".

Helen Morran-Wolf, LCSW  
Executive Director